USER MANUAL

-Thanks' for choosing s-scan for your pressure sensor work.
Starsprings is always taking care of you and your purchased product; if you got any questions or if a problem occurs never hesitate to contact us in any matter.
(Please read the FAQ-section first!)

Best regards
Starsprings Sales Team

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SOFTWARE

INSTALLATION

S-scan systems are run on/powered by FSA 4.1 and up software.

From USB Flash Drive (BodiTrak Systems):

1. Insert the Flash Drive into an available USB port on your computer, wait to hear the Windows Device Connect tone, then:
Windows Vista or Windows 7 - When the AutoPlay window appears, select the "Browse" option. Or Windows XP or Windows Vista or 7 if the AutoPlay window does not appear - Click the Start button and go to My Computer or Computer; browse to your USB Drive.
2. Look for the "Setup" file and double click to start the install.
3. Follow the instructions in the installation wizard.

From Internet Download:

1. Download the file 'FSAsetup v4_1_###.exe' to your desktop (suggested).
2. When the download is complete, double click the file ''FSAsetup v4_1_###.exe' and following the on screen instructions. ### indicates the release version.

-Installation onto Windows Vista or Windows 7 operating systems: A warning may appear indicating an unidentified or unknown program wants to access or make changes to your computer.
Click **Allow** (Vista) or **Yes** (Windows 7) to install the FSA software.

FSA 4.1 can be run by restricted users, but may have to be installed by someone with administrative rights, depending on how your users rights are set up by your IT department. Please read footnote1 for important information regarding where FSA files are stored.

Sensor array files (*.cal) files will be copied in to your default SensorArray directory when you double click on the file. If the file is not copied in to your default SensorArray directory, you may have not been granted the required rights by your network administrator/IT department. Please contact them to perform that task for you or have them adjust your security settings.

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UPGRADING OR RE-INSTALLING

If you need to reinstall or upgrade your FSA software:

-Uninstall existing:

1. Go to Start-Control Panel Double click Add or Remove Programs (XP)Programs and Features (Vista) Programs-Programs and Features (Windows 7)
2. Select 'FSA 4.1' (or 4.0 if uninstalling a previous version) from the menu presented,
3. click the **Add/Remove** button (Vista and Windows 7 **Uninstall/Change**).
4. Follow the instructions presented.
5. Restart your computer.

-Reinstall as per Installation.

GETTING SESSION STARTED

For this example we are using a template* or 'Bed' and will leave the display options at their default settings.
*see chapter **Create Template on** p.7

1. S-scan (BodiTrak) - go to **File-New**, click the Sensor arrays tab and double click on the mat that appears (this is the mat connected to your computer).

You will see a tab labeled with the serial number of your mat (BodiTrak)

2. Click the Client Information Tab to add client specific notes.
3. Click the Serial number/Seat tab to return to your main display.
4. Click the **Scan** button in the FSA toolbar (or hit F2 on your keyboard) to start collecting data.
5. Click the **Scan** button again to stop collecting data. You have created a single frame.
6. Click in the Note Area to add frame specific notes.
7. Repeat steps 4 through 6 one more time, then go to step 8.
8. Click the Save button or go to **File-Save** to save your file.

We have created an FSA file with two frames of data with associated client information and frame specific notes.

Notes: BodiTrak Sensor array files are stored on the mat; you do not select them from System Settings. The files created with BodiTrak system will have an ".fsa" file extension, example, "John Doe.fsa". Any references to an FSA file refers to a file created with either system.

S-SCAN SYSTEMS

COMPONENTS

Your S-scan system consists of one sensing mat pressure or otherwise, computer software.

- S-scan mat is typically covered with Eastex stretch fabric.
- Your S-scan mat connects to the computer via the USB cable permanently connected to it.
- S-scan software allows the user to scan, record, annotate, file and share the information gathered by the sensors.
- S-scan system is run on/powered by FSA 4.1 and up software.

COMPONENTS DESCRIPTION

Shipping Tube with Shipping Foam your typical **S-scan** system will arrive with the sensing mat wrapped around the foam core. Save the tube and foam for storage or transportation of you **S-scan** system.
Typical **S-scan** mats are covered in a polyurethane coated Nylon/Lycra fabric, and have an attached USB cable. The label on the cable contains the model and serial number of the mat. For easy orientation, the logo is on the top side of the mat.

Additional:
FSA Software USB Flash Drive including an electronic user's manual.
Hard copy Manuals are only included if required by your jurisdiction.

Hardware Setup

Plug the S-scan mat's USB cable's securely into an available USB port on your computer.

You should hear a Windows device connect tone - if you don't, dis and reconnect until you do, or try another USB port.

Wait for Windows to tell you the driver has been successfully installed; watch the Windows notification area in the lower right.

On initial connection to a computer running on the Windows XP operating system, the Found New Hardware wizard will appear. Follow the onscreen instructions to install the driver.

-NOTE!

-When you connect and disconnect a USB device, you should hear a tone from your computer. Wait to hear that tone before scanning.
-Under Windows System Device Manager, BodiTrak mats show up as "BodiTrak Sensor Array" branching off of "BodiTrak Device".
-Your computer may need to be restarted to complete the driver install; follow onscreen instructions.

PROPER CARE OF THE S-SCAN MAT

- Do not fold the mat.
- Place the mat gently on surfaces by using the corners.
- Do not pull on or carry the mat by the USB cable.
- Do not pivot on the mat.
- Do not pull on the edges of the mat while it is under a client.
- Do not pinch the mat between moving components of a support surface.
- Store the mat flat or in the original packaging (roll the mat around the foam core and store in the shipping tube).
- If your mat has a ferrite installed on the USB cable, do not remove it.
- It is the operator's responsibility to ensure all cables are in good condition; inspect all cables for nicks or abrasions prior to each use.

Cleaning the S-scan Mat

S-scan mats are typically covered in Eastex stretch fabric.

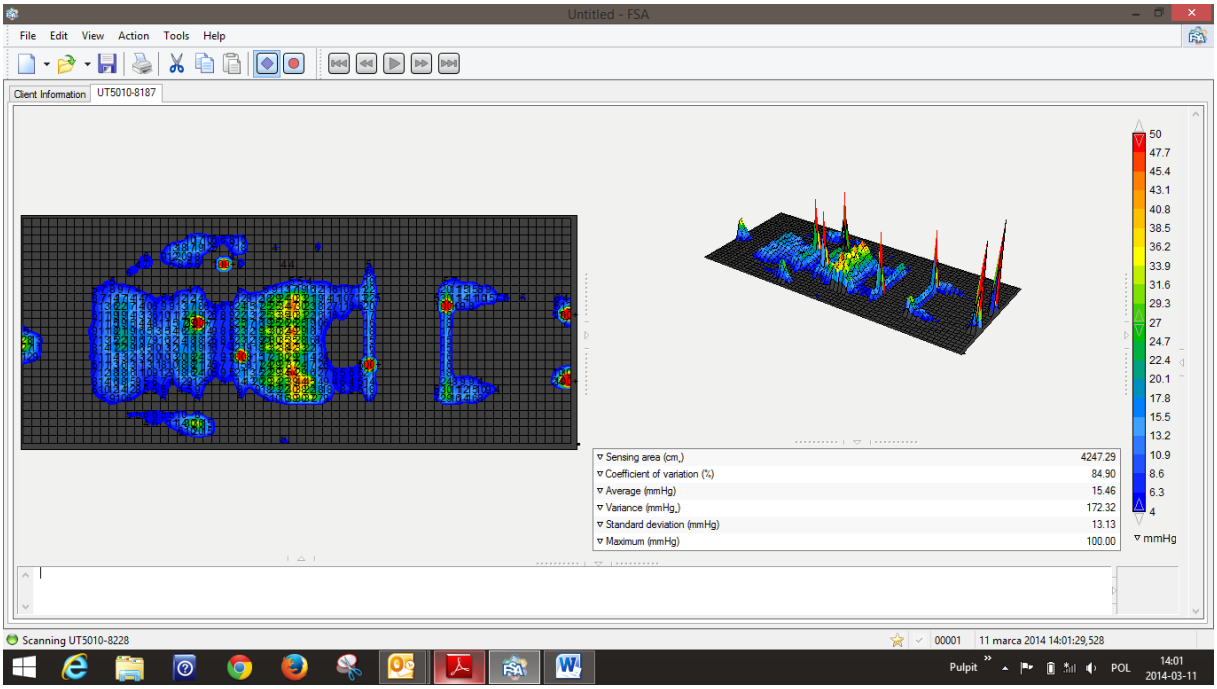
- For daily cleaning, we recommend wiping down with a damp, not wet cloth using a mild soap and water solution.
- Mild alcohol based cleaners and cleaners containing no more than 10% bleach in non-wetting amounts may also be used.
- Other cleaners/ disinfectants sold under the following names may also be used: Viraguard, Cavicide, Vitre Tb, SeptFx.
- Undiluted bleach and Hydrogen Peroxide are not recommended.
- Cleaning products or disinfectants must be thoroughly wiped off after use.
- Allow mat to dry thoroughly before use or storage.

HOW TO RE-ARRANGE DISPLAY

Choose to show or hide display panels by left mouse clicking on the 'Collapse/Expand Arrow' appearing in the centre of the splitters between each display panel.

Re-size the individual display areas by left mouse clicking and dragging on the 'grippers' (dotted lines) in the splitters between each panel.

Re-arrange your display with a right click over the panel you wish to change and selecting a different panel from the context menu that appears. If you want to see the 'Statistics' panel displayed where the 'Time Plot ' is for example, right click over the 'Time Plot 'area and select 'Statistics' (note that the 'Time Plot ' panel is hidden by default).



VIEW WINDOW

Normal View and **Comparison View:** Left mouse clicking on one or the other switches between the views. Left click on Comparison View to view four FSA frames from your current FSA file. A check mark indicates which view is selected.
Document Bar: Left mouse clicking on 'Document Bar' toggles the Document Toolbar (New, Open, Save, Print, Cut, Copy, Paste , Scan and Record) on and off; a check mark indicates the feature is on.
Navigation Bar: Left mouse clicking on Navigation Bar (Skip Backward, Rewind, Play, Fast Forward, Skip Forward) toggles the Navigation Bar on and off; a check mark indicates the feature is on.
Status Bar: Left mouse clicking on Status Bar (bottom of FSA Window with System Status, Key and Selected frame indicators, Frame Counter, Date and Time) toggles the Status Bar on and off; a check mark indicates the feature is on.

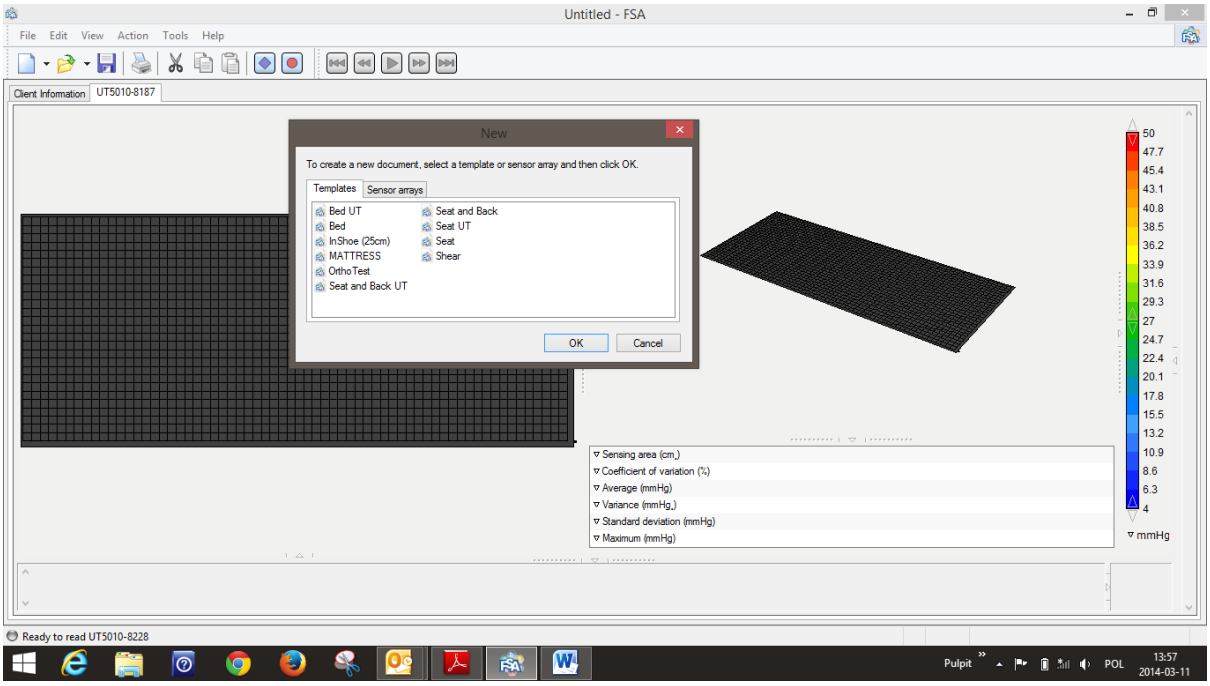
ACTION WINDOW

Scan: Initiates the '**Scan**' function (or hit the F2 button at the top of your keyboard, also see the FSA Document Bar).
Record: Initiates the '**Record**' function (or hit the F3 button at the top of your keyboard also see the FSA Document Bar).
Skip Backward or F4 or see Navigation Toolbar
Rewind or F5 or see Navigation Toolbar
Play or F2 or see Navigation Toolbar
Fast Forward or F2 or see Navigation Toolbar
Skip Forward or F2 or see Navigation Toolbar Above selections navigate through your collected FSA frames as indicated FSA Type 4 systems only.
Remote Setup: Brings up the Remote Setup window to initiate a Remote session

Remote Download: Brings up the Remote Download window to Initiate the download of the data collected using the Remote feature.

-NOTE! The option to adjust the remote read frequency is located at **Tools-System Settings** under **System** or in the Remote Setup window.

CREATE TEMPLATE



The Template Creator is a tool that enables the FSA user to create their own templates from their mats FSA 4.1 sensor array files.

1. Enter a name for your template.
2. Select the Mat's sensor array file you wish to create a template for.
3. Click the >> button
4. Repeat steps 2 and 3 if creating a multi-mat template.
5. Click **OK**.

Your new template will now be available for selection in your FSA Template directory.
It will appear when you go to
File- New or **File-New Tab.**

-NOTE;
Multi-mat systems may require use of a second interface module.
1 interface module can read up to 32 x 32 sensors
(1pc of 32x32 array or 2pcs of 16x16 arrays for example).

The 'One sensor array per interface module' option is only required when you are using two interface modules and you wish to run one mat per module, with arrays less than 32 x 32 sensors.

You can change the tab title by double clicking on the text on the tab and retyping.
Hit ENTER or TAB when done, or ESC to abort the change.

TEMPLATES

Your BodiTrak or FSA mat requires a template to allow the operator to display the data collected from the BodiTrak or FSA hardware. The template collects hardware information from your mats sensor array files (*.cal) such as the array size and calibration units and creates a suitable template. You can create and save your desired display settings as a new template. You may want to do this if you have set up a particular set of

display options that suit your application and you would like to use that setting consistently. While you can certainly select the default template and make display adjustments every time you use the software, it would save time and provide consistency to save your preferred display options so you can repeat them each time you pressure map.

For example, you may want the Surface and Time plots off on your Seat display. The resulting display may be saved as a template as follows:

Make desired display adjustments to suit your application (refer to the section Your Main Display Area for how to achieve this).

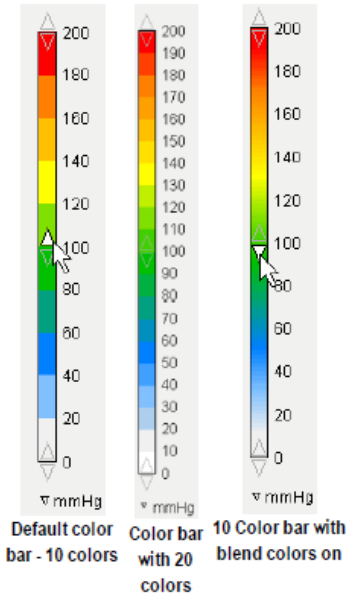
1. Click **Save.** The 'Save As' window will open.
2. Change your 'Files of Type:' drop down at the bottom of your Open window to show '*.fsa and '*.cal' files and not only FSA Documents (*.fsa') if that is all you are seeing.
3. Browse to your FSA4\Templates directory from the Save In: drop down
4. Type a name for your Template in File Name:
   this name will appear in your **File-New** dialog and **Toolbar-New** drop down.
5. Click **Save**.

You can save an existing FSA file with data as a Template as well, but you will want to remove the data from the file (refer to Menu Bar Edit) and **Save As** (NOT **Save**) into the Templates directory.

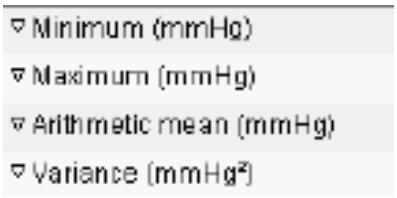
As of FSA software 4.0.213, any custom Template you create will be available as a template for a new recording, and selectable under **File-New** or **File-New Tab**.

-Also see Tools-Create Template.

The Legend Display Panel

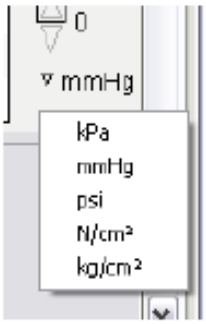


The Legend shows you the calibration units (in this example mmHg), range (in this example 200) and color bar associated with the loaded file.



Clicking on the color bar will cycle through the available bar color sets as follows:
10 colors - white at the bottom.
20 colors - white at the bottom.
10 shades of gray - white at thebottom.
20 shades of gray - white at the bottom.
10 shades of gray - black at the bottom.
20 shades of gray - black at the bottom.
10 colors - blue at bottom.
20 colors - blue at bottom.

Blend Colors - Hold down the CTRL key and left mouse click on the color bar to toggle between blended and non-blended colors on the color bar as well as in the Contour and Surface plots.



The Blend option will only affect the Contour plot if the display option Color Blocks is selected.

Adjust your Display Range Values by left mouse clicking on the arrows at the top, bottom and center of the color bar. This changes the display only not the data already collected and saved in a file.

By default:
clicking the arrows at the top of your scale will increase/decrease the top of the range by 10 units. clicking the arrows at the bottom of the scale increases/decreases the bottom of the range by 1 unit.

Clicking SHIFT while you adjust the ranges will adjust the top by increments of 1 unit. and the bottom by .1 unit increments..

Clicking the UP or DOWN arrows in the center of the colour bar
will raise or lower the entire range in increments of 1 (or by .1 with the SHIFT key engaged).

Change your units by left mouse clicking on the arrow beside the units currently in use and selecting another unit. Changing the units will automatically convert the displayed values - there is no need to recalibrate your mat.

-HINT: you may want to increase the bottom end of your scale slightly as sensors reading 0 will display, and the statistic 'Sensing Area' will include all 0 values as being part of the area.

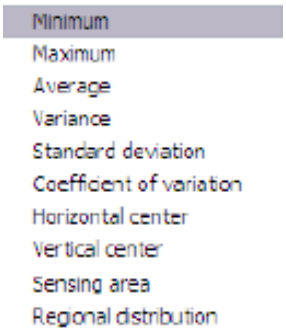
Select either:

- kilopascals
- millimeters of mercury
- pounds per square inch
- newtons per square centimeter
- kilograms per square centimeter

The software automatically converts the values for you.

The Statistics Display Panel

The Statistics Display Panel

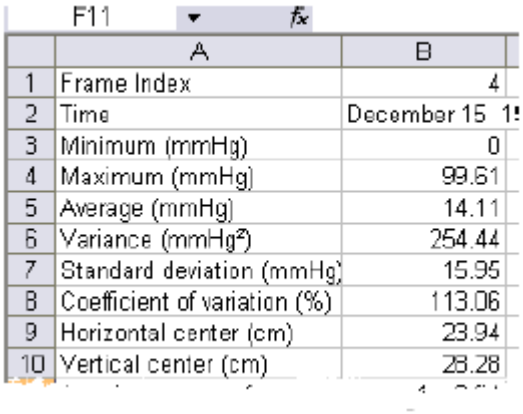


The default Statistics panel. When you collect data, values will appear aligned to the right of the panel, in black. When you select a sub-section of the mat (see Statistics-Selectable Areas), the statistics from the selected area will appear in blue which corresponds to the colour of the outline of the selected area, a third section will appear in another contrasting colour, and so on.

Adjust the size of the statistics panel by left mouse clicking on and dragging the splitters (the dotted lines) dividing it from adjacent display sections. For more detail on this procedure see The Surface Plot and Contour Plot Displays. You can opt to display or hide any display section by clicking on the arrow in the center of the splitters.

Customize the order in which your statistical data displays by clicking on the down arrow to the left of the statistic which brings up a drop down menu, example left, and selecting another statistic.

Clicking on the Collapse/Expand arrow to the right of the Legend Display Panel will open the Thumbnail display, allowing you to compare three additional frames to the currently selected frame, in one FSA recording. Click on another thumbnail to toggle between selected frames.


F11

	A	B
1	Frame Index	4
2	Time	December 15 1
3	Minimum (mmHg)	0
4	Maximum (mmHg)	99.61
5	Average (mmHg)	14.11
6	Variance (mmHg²)	254.44
7	Standard deviation (mmHg)	15.95
8	Coefficient of variation (%)	113.06
9	Horizontal center (cm)	23.94
10	Vertical center (cm)	28.28

EXPORTING

What can be exported from the Software
Export FSA data, numerical or graphical, to any external programs that support bitmap (BMP) or enhanced metafile (EMF) formats for graphical, or TXT (text) for data.

Exporting a Graphic

1. Select the frame you wish to export the visual from. See Selecting Frames.
2. Select **Edit-Copy** from the FSA Menu Bar.
3. Open the external program that supports the bitmap (.bmp)or enhanced metafile (.emf) file format (an image editor or word processor)
4. Go to **Edit-Paste Special.** The Paste Special window will appear
5. Select 'Picture (Enhanced Metafile)' or 'Picture (Windows Metafile)' and click **OK**.

6. The Display area and frame from your FSA software will appear in a new file in your selected external software. If you click on the image, you may see resizing squares around the perimeter of the image (this is software dependant). Click and drag on any of the corner squares to resize to suit your application. Note that the EMF option, if available, produces better printed images.

-HINT: Clicking on the corner resizing squares, if they appear, will avoid changing the aspect ratio of your image.

Exporting Data

1. Select your FSA frame or frames as described in Selecting Frames.
2. Select **Edit-Copy** from the FSA Menu Bar.
3. Open the external program you wish to export to.
4. Select Edit-Paste.
5. Your data will be pasted into the spreadsheet. Frame numbers and the date/time information will be indicated along the top (columns), statistics labels and cell numbers along the left (rows).

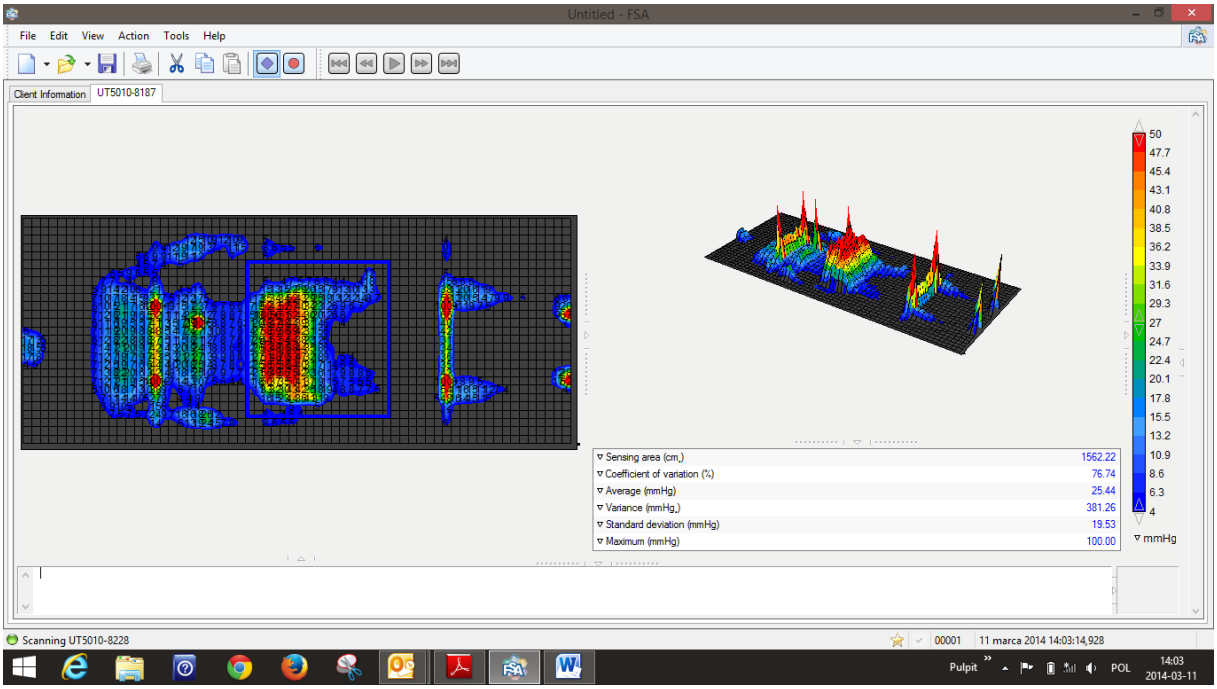
-NOTE! If the Paste option is greyed out in step 4, repeat from step 1. If it is still greyed, you may not have enough available memory to complete the task. Try closing non-essential running programs.

Different data export formats will be made available as tools. Please check our website download page at Pressuremapping Software Downloads and Instructions.

STATISTICS

Average (units) -The average of the sensor values.
Calculated as the sum of all the sensors values divided by the numbers of sensors. The average pressure is sensitive to extreme values, which may distort its representation of the typical sensor value.

Coefficient of Variation (%) -A statistical measure of the deviation of a variable from its mean.
Coefficient of Variation (*cv*) permits the comparison of the degree of variability of the sensor values from two different sensor mat readings. That is, mat readings with different average pressures.



Horizontal Center (cm or in)

The horizontal component of the center of pressure (lower left corner of the mat when viewing in the default orientation in the software). The units will display in cm or in depending on your Windows location settings.

Maximum (units)

Maximum indicates the highest individual sensor value in the displayed frame.
Note that this statistic ignores the Statistics Minimum and includes all the sensor readings when calculating their value.

Minimum (units)
Minimum indicates the lowest individual sensor value in the displayed frame.
Note that this statistic ignores the Statistics Minimum and includes all the sensor readings when calculating their value.

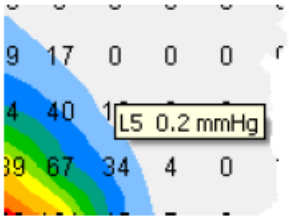
Regional Distribution
Indicates what percentage (%) of the total load is in each selected region. If there is no sub region selected, this will always be 100% (entire mat).

Selectable Areas
With FSA 4, you can gather statistics for a selectable area of the sensing array. By default, statistics indicated in the statistics display are for the entire array. To select a section of the array, left click on a cell and drag the cursor over the area you want to isolate the statistics from. The statistics field will now display data from your selected cells. The text in the Statistics panel will be the same colour as your selected area's outline.

To select subsequent areas:

- Hold down the CTRL button on your keyboard, left click on a cell, and drag the cursor over another area.
- LOCK your selected area(s) by right clicking over the Contour Plot and selecting Lock Regions from the context menu that appears.
- To unlock, repeat and select Unlock Regions. Note that the locked region(s) setting is saved in your FSA file.

If you unintentionally click in the array when you want to see statistics from the entire array, you will notice the data in the Statistics field will indicate data from the highlighted area only. To deselect the region, click outside of the array field within the Contour Panel area.
The selected region will only be indicated in the Contour Display and Statistics, not in the Surface Plot.



If you are collecting data from a number of regions of the mat, you may want to close the 'Time' plot and open the 'Statistics' panel so that it stretches across the bottom of the main display area. The columns of statistics will then not run together (as example below), this display may then be saved as a Template, if you like. To adjust display settings see Your Main FSA Display Area.

Sensing Area (units) -The area of the mat or selected sub-section of the mat whose readings are at or above the statistics minimum.
If the bottom end of your scale (look to your Legend display) is 0, the software will show the area as the full area of the mat, as 0 would be considered as part of the loaded area. A a cell showing a numerical value of 0 may in fact have a load applied of less than 1 (if you hold your mouse pointer over a cell displayed as '0', you may see that as you see the
values to one decimal place in the tool tip):
To omit lower values from the statistics you can raise the bottom of the display range by clicking on the corresponding arrow in the Legend.

The Standard deviation (units) The square root of the variance.
The comparison of standard deviations for samples with different means is not informative (even if absolute magnitudes of the deviation are equal, the degree of variability relative to each average pressure could be different).

Statistics Minimum
The Statistics Minimum is the minimum sensor reading that will be included in all statistics calculations (excepting Minimum and Maximum), and is equal to the display minimum . Statistics are calculated with sensor readings that are greater than or equal to the Legend's minimum. Raising the Legend's minimum (refer to Display Range Values) thus changes the statistics minimum.

Variance (units)
A measure of the variability, or dispersion, of individual sensor values around the average pressure value. Calculated as the arithmetic mean of the squared deviations from the mean.

Vertical Center (cm or in)
The vertical component of the center of pressure as measured from the origin (lower left corner of the mat when viewing in the default orientation in the software). The units will display in cm or in depending on your Windows location settings.

SENSOR ARRAY FILES

The sensor array file contains a detailed description of a sensor array (aka mat) including the number of rows and columns, the recommended range, the size and shape of the mat and the shape and color of its cover and cable. Along with this description, the sensor array file contains a collection of calibrations, including a "factory" call that the user cannot delete or overwrite.

-NOTE*: *It is not necessary to calibrate a new S-scan mat.

FAQ'S

-I think I installed my mat sensor array files correctly, yet when I choose the template, I am unable to choose the correct sensor array file.

There is more than one style of mat. The Template you see by default is the typical and most common 16 x 16 array with a 17" x 17" sensing area.

Check your serial number from the mat cable label.
If your seat mat serial number starts with any of the following:
UT1020, UT1021, UT1022, UT1023, UT1024, UT1025, UT1026, UT1027
Then you need to create a Template for your style of seat mat.

To do so either create a template from Tools-Create Template (recommended) or install as follows:

1. Browse to your CD drive OR default Sensor Array directory using My Computer or Windows Explorer
2. (the default directories are shown under Tools-Options-Folders).Double click on the Sensor Array (UT####-####/.cal) file.
3. FSA 4 will open and a suitable RECTANGULAR display (template) will appear.
4. Go to File-Save as Template.
5. Name the new Template something suitable to differentiate it from other Templates in your directory.

-I am unable to scan, I see my mat serial number in the status bar, but when I hit Scan or Record, I get an 'Error reading' message.

You have a communication error, which could be due to a number of factors.

If you have not already tried rebooting your computer, please do so.
-Try scanning again.

If you started your FSA software up before connecting the hardware, the software is unable to autodetect the COM port your hardware is connected to.
-Possible solution: Try shutting down your FSA software and restarting it.

If your computer is unable to auto detect your interface module, make sure the 'Detect hardware at startup' option is selected under Tools-Options-General, it is selected by default.
If that option was deselected, select it, click **OK**, shut down and re-start your FSA software.
-Try scanning again.

1. If you have upgraded from 4.0.208 or prior to 4.0.209 and up, you may have to manually enter your COM number under Tools-System Settings, Interface Module.
   If you are running via Serial port, it is likely COM 1 or 2. Go to Step 3

2. If you are running via USB Adaptor or FSA USB Interface Module, with the device connected, go to Start-Control Panel-System-Device Manager (you may have to contact someone with sufficient admin rights), and look for USB Serial Port (COM##) under Ports (COM & LPT). Note the COM# indicated.

3. Go to FSA, Tools, System Settings, Interface Module. Enter the COM number in the 'Port:' drop down with no space between COM and the number. Click **OK**.

4. Make sure your FSA serial cable OR FSA USB cable is securely connected to your interface module and your computer. Your interface module may not be powered up, or may not be getting sufficient power.

5. Make sure the interface power supply is connected to your module and a power source, or, try changing batteries if running on battery power. If connected using your FSA USB cable, try another available USB port on your computer in the following manner:

6. Shut down the FSA software

7. Disconnect the USB cable from the computer, you should hear a Windows device disconnect bleep.

8. Reconnect the cable to another available USB port, wait for the Windows device connect bleep.

9. Restart your FSA software, try scanning again.

-NOTE! If you see a 'Found new Hardware' bubble, you may have to re-install your FSA USB drivers. Refer to the section installing the FSA USB Drivers.'

If your module cannot be auto detected.

1. Go to your Windows Control Panel - System - Hardware - Device Manager.
2. Double click on - Ports COM and LPT, look for 'USB Serial Port' and take note of which COM number it is assigned to.
3. Go to your FSA Tools - System Settings, click on the Interface Module icon, and select the port number you found. Click OK.
4. Try scanning again.

If running through an external USB to serial adaptor, your USB to serial adaptor may not be securely connected or it may not be installed.

Look under Control Panel - System - Hardware - Device Manager - Ports COM and LPT to see if you see the device, and note which COM port it is installed to.

USB to serial adaptors require a driver be installed in order to function.
If you are unable to locate your USB to serial adaptor software please contact the vendor of your device, try looking on-line drivers are typically available for download at the adaptor vendors website.

-NOTE! The FSA interface module may not work if your hardware is connected to your laptop through a docking port. The laptop will have to be disconnected from the docking port, and the FSA hardware connected directly to the serial or USB port.

If running on a laptop on battery power, try AC power.

If you are still unable to resolve the problem, contact FSA technical support.

How do I set up the software to read every 10 seconds?
How do you convert Hz to an actual time span?

Adjust the Scan or Remote frequency under **Tools-System Settings**.

To convert Hz (reads per second) into seconds per read, invert the number ;
e.g. 0.5Hz = 0.5 reads per second
1/0.5 = 2 seconds per reading
e.g. 0.1Hz = 0.1 reads per second
1/0.1 = 10 seconds per reading

To convert Hz (readings per second) into readings per minute, multiply by 60;

eg. 0.5 Hz = 0.5 x 60 = 30 readings per minute.
eg. 0.01 Hz = 0.01 x 60 = 0.6 readings per minute.

10 readings per second = 10Hz
1 reading per second = 1Hz
1 reading every 10 seconds = 0.1Hz
1 reading every 20 seconds = 0.05Hz
1 reading every 30 seconds = 0.0333Hz
1 reading per minute = 0.0167Hz
1 reading every 10 minutes = 0.0017Hz
1 reading every 30 minutes = 0.0006Hz
1 reading per hour = 0.0003Hz

My Scan and Record buttons are greyed out, I cannot collect any data.
Or I am getting a 'Not ready' message in my status bar

Either you do not have a sensor array (*.cal) file loaded for the template currently selected, you have the wrong template selected or your software is not looking for your sensor array (*.cal) files in the correct directory.

To resolve:

1. Locate the CD that came with your FSA mat and install the sensor array file following the instructions on the CD label.

-HELP! If you cannot locate it, contact technical support indicating your serial number, and we can provide the factory calibration file via return e-mail.

2. After installing the file, check your status bar and look for the serial number.

If you do not see the serial number:
- Make sure your sensor array (*.cal) file(s) are in your default sensor array directory using My Computer or Windows Explorer (the default directories are shown under Tools-Options-Folders) .
If you do not have sufficient user rights to do this, contact your I.T. department.

3. Select the template that matches your FSA sensing mat from **File-New**.

- Make sure your software is looking for your sensor array (*.cal) files in the correct location. Using My Computer or Windows Explorer, search for your '*.cal' file(s).

Take note of their location, then go to **Tools-Options**, Folders and Browse to that directory. Click **OK**.

The Statistics I am seeing are wrong; the values on the Contour Plot are different.
You have a sub-section of the mat selected, and the Statistics display is only showing you the values for the selected area.
Look at your Contour plot, you should see a small, rectangular blue outline.
Left click in the Contour Plot display panel, but off of the sensing area display, to deselect the selected area to get the statistics for the entire mat again.

My computer crashed, Windows and FSA were re-installed, I do not have any backups and I cannot find my sensor array file CD. How do I create a new Sensor Array file?
-You cannot create a Sensor Array file in the field.

-HELP! Contact techsupport@starsprings.com and we will e-mail you the factory sensor array file.
You will have to recalibrate your mat as the factory calibration may be out of date.